

CITY OF ATLANTA, GEORGIA CLASSIFICATION SPECIFICATION

Job Title: Office Supervisor

Date: 1995

Purpose of Job

The purpose of this job is to supervise and oversee administrative and clerical functions for an assigned department. Duties include, but are not limited to: supervising staff; coordinating and directing office activities; ensuring efficient operations; planning expenditures; maintaining budgetary records; and preparing reports.

Essential Duties and Responsibilities

The following duties are normal for this job. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

Work Delegation:

- Supervises and evaluates assigned staff, handling all employee concerns, directing work assignments, counseling and disciplining employees when necessary, and completing employee performance appraisals.
- Directs and administers work assignments of subordinate clerical personnel engaged in a specialized function general office work activities within the Police department; reviews and approves personal leave, sick and vacation.

Administrative Duties:

- Prepares and/or generates routine correspondence, letters, memoranda, forms, reports and other documents via computer and/or typewriter.
- Attends various meetings, conferences, and training sessions as required.
- May serve as Equal Opportunity and Training Coordinator.
- Oversees processing of daily paperwork and office work; performs unusually difficult general clerical work and prepares complex reports.
- Receives, reviews, routes and/or processes various forms, requests and reports, files, records and documents from the public and/or other departments; oversees timely processing.

- Researches and locates records using computer system or manually; manages problems in searching and recovering lost, missing and/or any other particular report or file.
- Copies and distributes correspondence, memoranda, reports and other related materials.
- Enters data and pertinent information into computer; compares data entered with source documents, verifies entries to detect errors; deletes incorrectly entered data, and re-enters correct data.
- Inventories office supplies and equipment; orders and maintains sufficient amount to ensure adequate units are available to perform daily tasks.

Communication:

- Responds to routine requests for information or assistance from officials, members of the staff, the public or other individuals.
- Discusses reports, records, documents, etc., and retrieval of information with customers, attorneys, court personnel, victims, etc.
- Answers the telephone; provides information; takes and relays messages and/or directs calls to appropriate personnel; returns calls as necessary.

Fiscal Responsibilities:

- Utilizes computerized system to monitor/compare departmental expenditures and to ensure proper credits/debits to budgetary accounts.
- Reviews purchase requests, referring to established purchasing guidelines; approves purchases as appropriate; reviews invoices and directs payment.

Problem Identification and Solution:

- Reviews and analyzes court related problems; provides solutions; refers to supervisor as needed.
- Consults with management, employees, general public and others to resolve operational and administrative problems.

Employee Development:

- Establishes goals for employees on a regular basis; guides and trains subordinates on proper procedures and protocol of the department.
- Assigns tasks to subordinates which best suit employees' talents; shows best technique to accomplish tasks and provides technical assistance as needed.
- Reviews documents processed by subordinates to ensure accurate input; discusses errors which may arise and recommends method for corrective action.

Productivity and Accountability:

- Reviews and audits timesheets and payroll documentation; forwards as appropriate.
- May supervise other functions of the office in cases of supervisory absences.
- Uses knowledge of various software programs to operate a computer in an effective and efficient manner.

Equipment Use and Maintenance:

- Operates a computer, printer, etc., to enter, store and retrieve data, to prepare and produce reports, compose routine correspondence and disseminate information to others on the system; uses knowledge of various software programs in an effective and efficient manner.
- Utilizes a photocopy machine to copy and a facsimile machine to transmit and receive correspondence, documents and reports; uses microfilm equipment to store and reproduce reports.
- Uses a typewriter to complete forms, documents and to type routine correspondence; uses a calculator to compute numbers for reporting purposes.

Record Keeping and Documentation:

- Compiles current data in preparation of quarterly management reports and annual budget.
- Maintains personnel related files on departmental staff.

Marginal Job Functions

- Performs other related duties as required.

Knowledge of Job

Has considerable knowledge of records management, administrative and office practices, policies and procedures as necessary in the completion of daily responsibilities. Is able to administer policies, procedures, plans and activities and to perform to established goals. Ability to administer operations, staff plans, and objectives for the expediency and effectiveness of specific duties of the City. Has considerable knowledge of ordinances, policies, standards and regulations pertaining to the specific duties and responsibilities of the job. Ability to keep abreast of any changes in policy, methods, operations, budgetary and equipment needs, etc. as they pertain to departmental operations. Is able to effectively communicate and interact with subordinates, elected officials, management, employees, members of the general public and all other groups involved in the activities of the City as they relate to the department. Is able to assemble information and make written reports and documents in a concise, clear and effective manner. Has good organizational, management, human relations, and technical skills. Is able to use independent judgment and discretion in managing subordinates including the handling of emergency situations, determining and deciding upon procedures to be implemented, setting priorities, maintaining standards, and resolving problems. Has the ability to comprehend, interpret, and apply regulations, procedures, and related information. Has comprehensive knowledge of the terminology, principles and methods utilized within the department. Has the mathematical ability to handle required calculations. Is knowledgeable and skilled in the use of computers. Is able to read, understand and interpret administrative and management reports and related materials.

Minimum Training and Experience Required to Perform Essential Job Functions

Associate's degree in Secretarial Science, Business/Public Administration or related field required; two years of progressively responsible secretarial or office management experience; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job. Supervisory experience preferred.

**(ADA) MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED
TO PERFORM ESSENTIAL JOB FUNCTIONS**

PHYSICAL REQUIREMENTS: Must be physically able to operate a variety of job related machines and/or office equipment. Must be able to move or carry job related objects or materials. Physical demand requirements are at levels of those for sedentary or office environment work.

DATA CONCEPTION: Requires the ability to compare and/or judge the readily observable functional, technical, structural, compositional or identifiable characteristics (whether similar to or divergent from obvious standards) of data, people, or things.

INTERPERSONAL COMMUNICATION: Requires the ability to communicate with people to convey or exchange professional information.

LANGUAGE ABILITY: Requires the ability to read a variety of professional, technical and administrative documentation, directions, instructions, methods and procedures. May require the ability to produce reports with proper format, punctuation, spelling and grammar, using all parts of speech. Requires the ability to communicate with and before others using correct English.

INTELLIGENCE: Requires the ability to learn and understand subject matter principles and techniques; to make independent judgments in absence of supervision within the scope of respective job duties and tasks; to acquire and be able to expound on knowledge of topics related to primary occupation.

NUMERICAL APTITUDE: May require the ability to utilize mathematical formulas; add and subtract; multiply and divide totals; determine percentages; determine time and weight; and interpret same as may be appropriate.

FORM/SPATIAL APTITUDE: Requires the ability to inspect items for proper length, width, and shape.

MOTOR COORDINATION: Requires the ability to utilize job related equipment in the course of accomplishing job duties and tasks associated with respective primary duties.

COLOR DISCRIMINATION: May require the ability to differentiate colors and shades of color.

INTERPERSONAL TEMPERAMENT: Requires the ability to interact with people (i.e. staff, supervisors, general public and elected officials) beyond giving the receiving instructions. Must be adaptable to performing under minimal stress when confronted with an emergency.